

December 16, 2011

To: Executive Board

Subject: **Performance Indicators Report – October 2011**

Recommendation

Receive and file the October 2011 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses, contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox for October 2011 was 1,177,187. This is in line with October 2010 ridership levels.
- **Fare Revenue** – Total fare revenue for October 2011 was \$1,553,731, resulting in an average fare of \$1.32 per boarding.
- **Operating Expenses** – Total operating expenses for October 2011 were \$5,144,525 resulting in an average cost per service hour of \$91.14. Total operating expenditures show a slight increase of 3.6 percent over October 2010 figures.
- **Accidents** – There were four preventable accidents in October 2011 for an average of 0.37 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 12.8 complaints per 100,000 boardings for October. This is an increase of 48 percent over October 2010 figures.
- **Schedule Adherence** – This month, 84.5 percent of all trips surveyed were on-time. This is an improvement of almost seven percent when compared to October 2010.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;

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- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in October were 1,177,187. This is equivalent to October 2010 levels. Throughout the first quarter of the fiscal year ridership levels have remained consistent with the previous fiscal year. Overall year-to-date boardings are at 4.7 million, matching the ridership total for the same timeframe last fiscal year.

The total recorded fare revenue in October 2011 was \$1.55 million, representing a slight improvement of one percent over October 2010. This resulted in an average fare per boarding of \$1.32. Total expenditures for the month were \$5.1 million, which is an increase of 3.6 percent over October 2010 figures. One contributor in October 2011 was the increase in the monthly cost of fuel, in particular Compressed Natural Gas (CNG), which rose by almost ten percent when compared to October 2010 figures. Year-to-date overall expenditures are two percent above the previous fiscal year while revenues are currently reflecting an improvement of two percent as well when compared to FY-2010 figures.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In October 2011 there were a total of four preventable accidents, producing an average of 0.37 preventable accidents per 100,000 miles for the month. This is an improvement of 52 percent over October 2010 figures.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

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Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In October, 12.8 complaints per 100,000 boardings were recorded. This is above the performance target of 7.5 and represents an increase of 48 percent over October 2010 complaints. Of the 151 complaints received during the month, 82 were related to schedule adherence. An increase in schedule adherence complaints was anticipated with the service change implemented on October 9 as coach operators get accustomed to their new route assignments. There were also 19 complaints related to operator courtesy, 43 related to safety and seven related to fares. In addition, traffic delays due to roadway construction continue to plague some of our most heavily traveled lines.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In October 2011 the agency achieved an average of 84 percent on-time performance on all lines. This is below the performance target of 90 percent but represents an improvement of almost seven percent over October 2010 figures. Year-to-date schedule adherence is at 86.6 percent, just below the performance target.

Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 43 seconds during October 2011 is below the performance target of 50 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner. During October 85 percent of the 23,000 calls received were answered.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In October 2011, Foothill Transit averaged 24,864 miles between service interruptions. This is above the fiscal year target of 15,000 miles, and represents a decrease of 35 percent when compared to October 2010 figures. This indicator not only measures the overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of mechanical service interruptions. Year-to-date average miles between service interruptions are at 34,806.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 20.9 boardings per vehicle service hour in October 2011. This is above the fiscal year performance target of 20.0 and is also in line with the October 2010 figure. The 56,447 service hours operated during the month are also on par with October 2010 hours. Year-to-date boardings per service hour are also in line with FY 2011 totals.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In October 2011, the agency averaged 45,620 boardings per weekday. This figure represents an increase of almost two percent in average weekday boardings when compared to October 2010 figures, and is four percent above the fiscal year target.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in October 2011 was \$91.14, which is below the fiscal year target of \$96.27. The year-to-date cost per hour currently reflects a three percent increase when compared to the same time in the previous fiscal year, however cost per service hour is below the fiscal year target at \$92.21.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

The October 2011 farebox recovery ratio was 30.20 percent. This is above the performance target of 25.96 and is an improvement of two percent over October 2010. For the fiscal year, farebox recovery ratio is at 28.73 percent and is in line with the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.



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Sincerely,

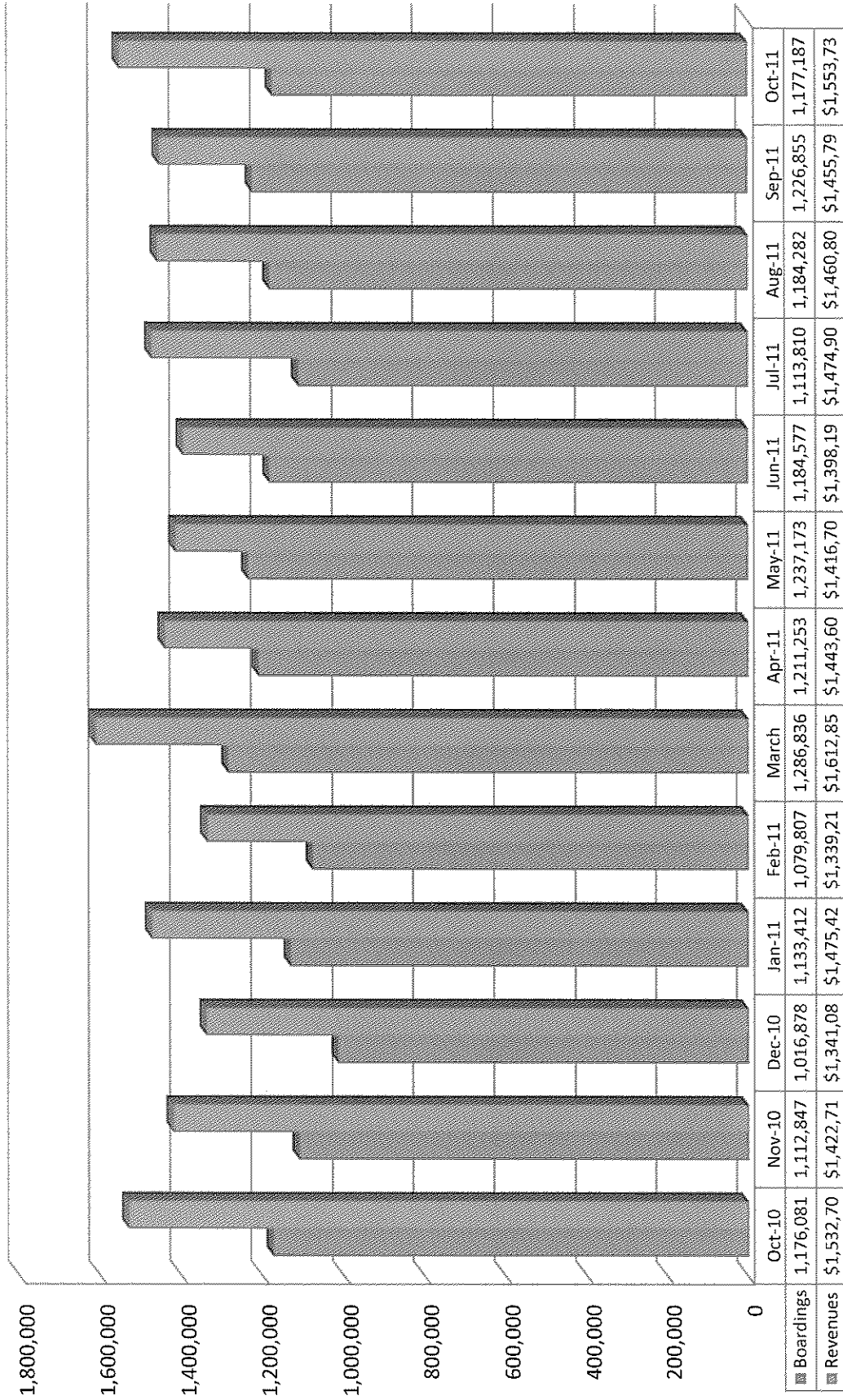
Dietter A. Aragón
Planning Manager

Doran J. Barnes
Executive Director

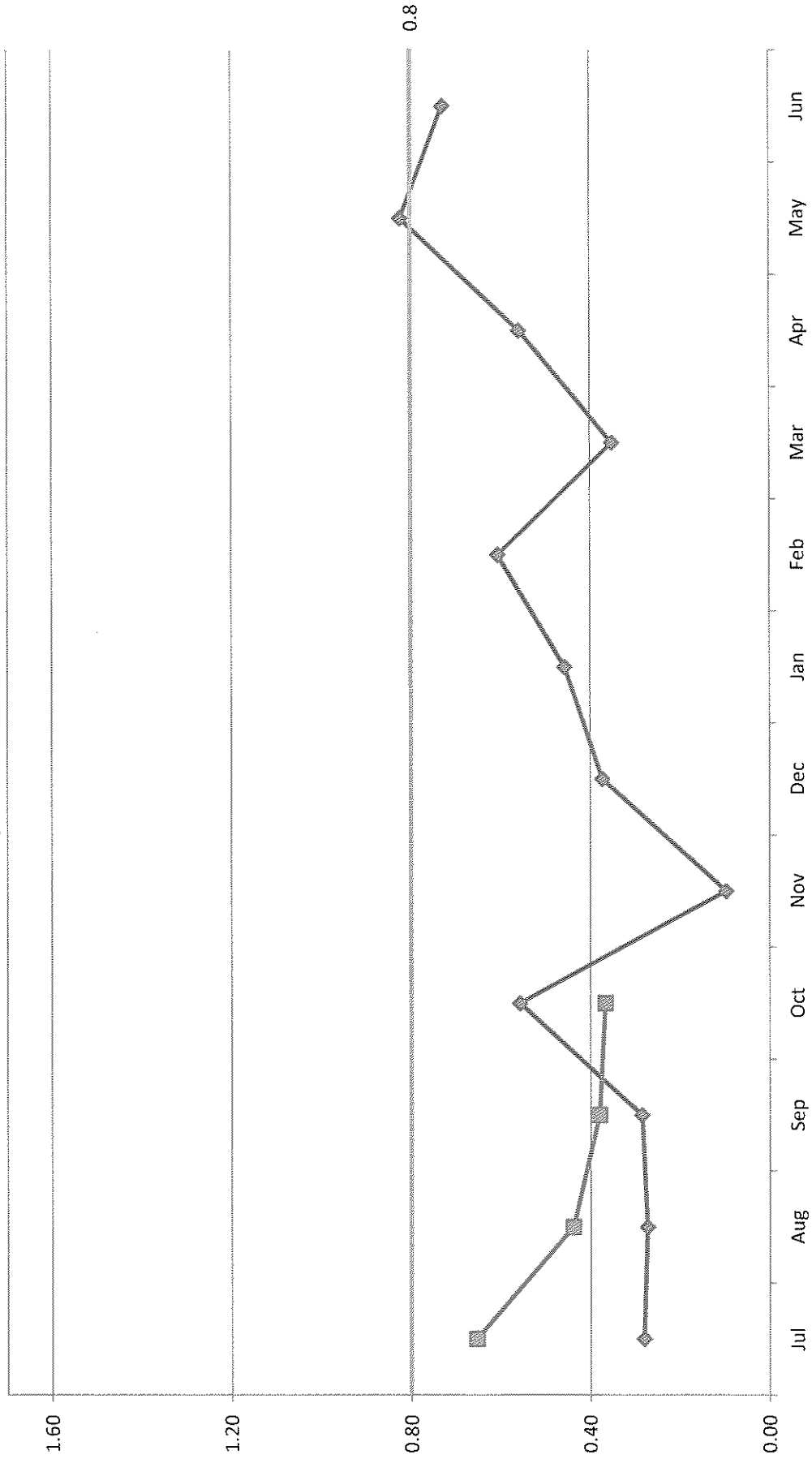
Attachment A: Key Indicators Report
October-11

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,177,187	N/A	1,176,081	0.09%	N/A	4,702,135	N/A	4,722,273	-0.43%
	Vehicle Service Hours		56,447	N/A	56,502	-0.10%	N/A	224,459	N/A	226,948	-1.10%
	Total Fare Revenue	B	\$1,553,731	N/A	\$1,532,702	1.37%	N/A	\$6,287,236	N/A	\$5,814,068	8.14%
	Total Operating Expense		\$5,144,525	N/A	\$4,967,747	-3.56%	N/A	\$20,697,077	N/A	\$20,321,841	-1.85%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.37	X	0.56	-52.68%	0.80	0.46	X	0.35	24.33%
Provide Outstanding Customer Service	Complaints per 100,000 Boardings	D	12.83		8.67	-47.90%	7.5	10.76		9.15	-17.63%
	Schedule Adherence	E	84.5%		79.1%	6.81%	90%	86.6%		82.7%	4.72%
Operate an Effective Transit System	Average Hold Time	F	0:43	X	0:24	79.17%	0:50	0:37	X	0:28	33.63%
	Average Miles Between Service Interruptions	G	24,864	X	38,385	-35.23%	15,000	46,408	X	25,723	80.41%
	Boardings per Vehicle Service Hour	H	20.9	X	20.8	0.48%	20.0	20.9	X	20.8	0.48%
	Average Weekday Boardings	I	45,620	X	46,470	-1.83%	44,000	46,219	X	46,506	-0.62%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$91.14	X	\$87.92	-3.66%	\$96.27	\$92.21	X	\$89.54	-2.98%
	Farebox Recovery Ratio	K	30.20%	X	30.85%	-2.11%	25.96%	30.38%	X	28.61%	6.18%

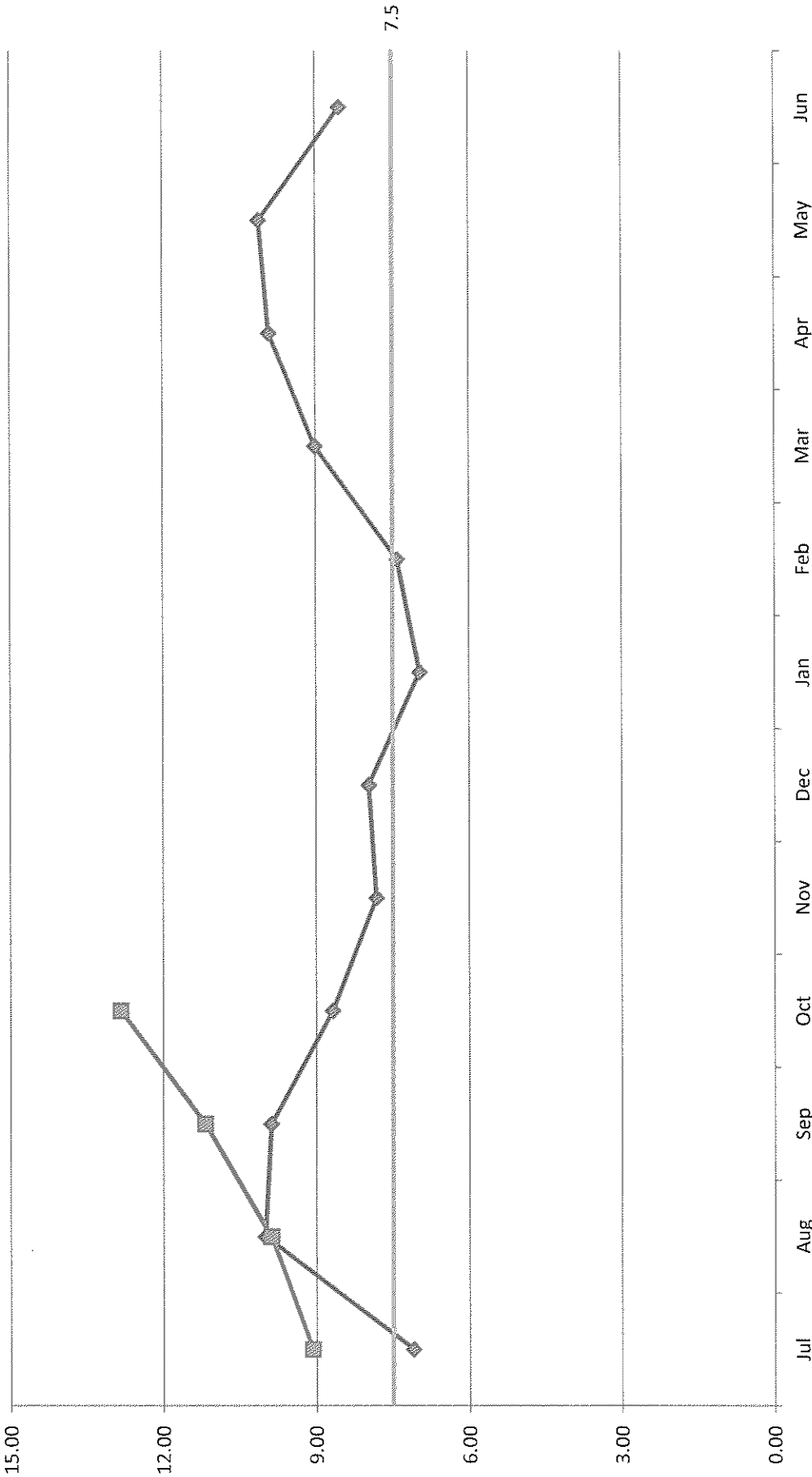
Attachment B: Total Boardings vs. Total Revenues



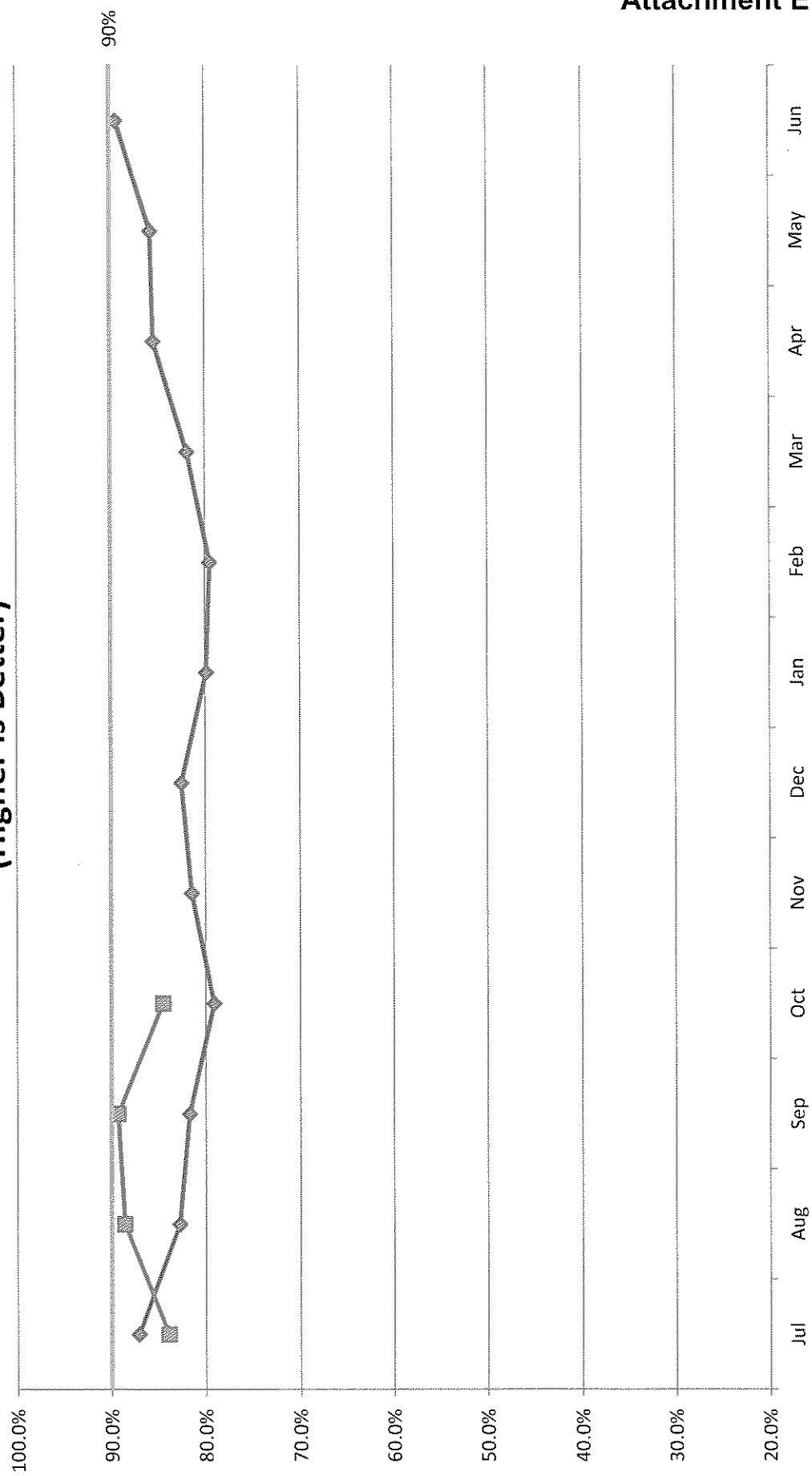
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



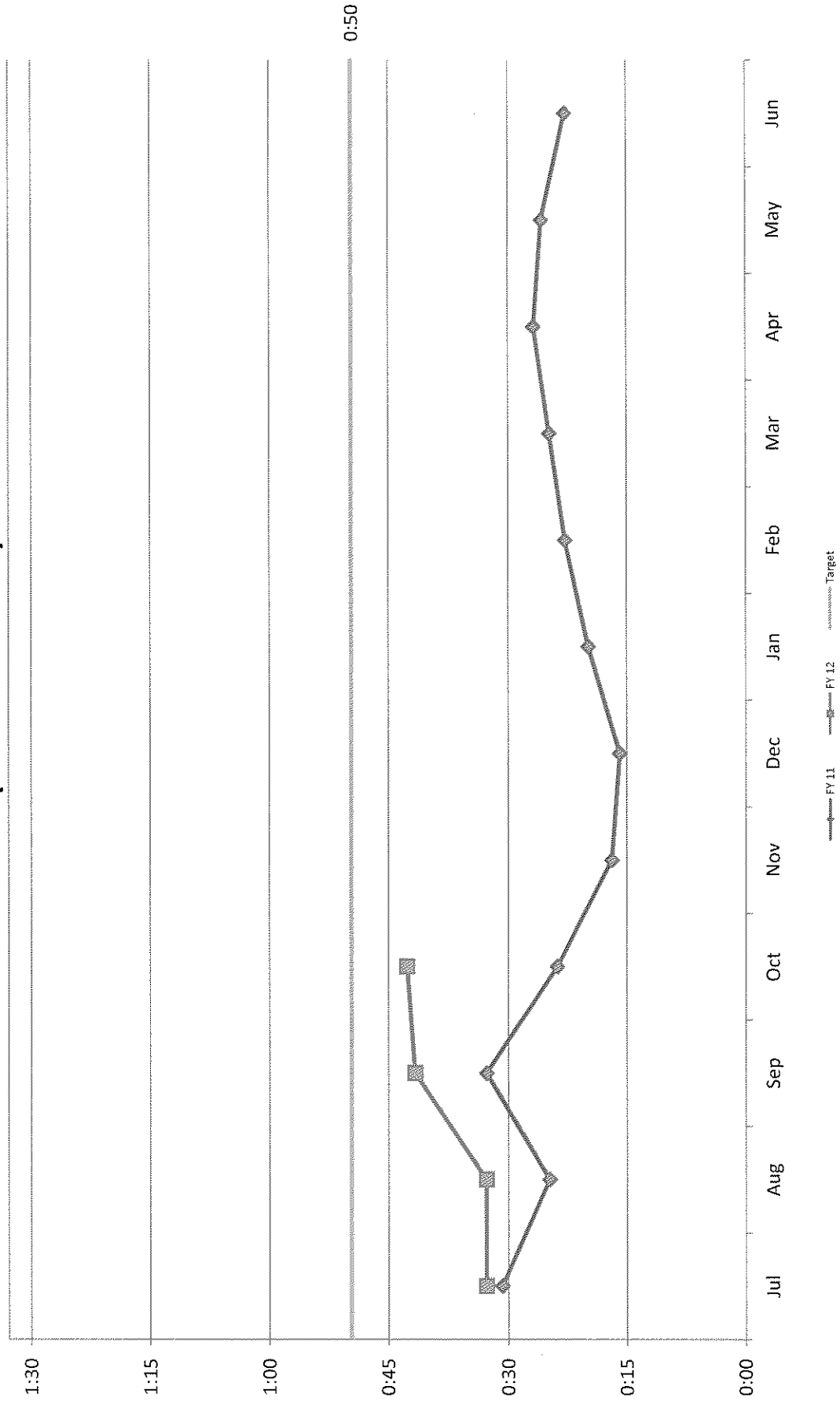
Attachment D: Complaints per 100,000 Boardings
(Lower is Better)



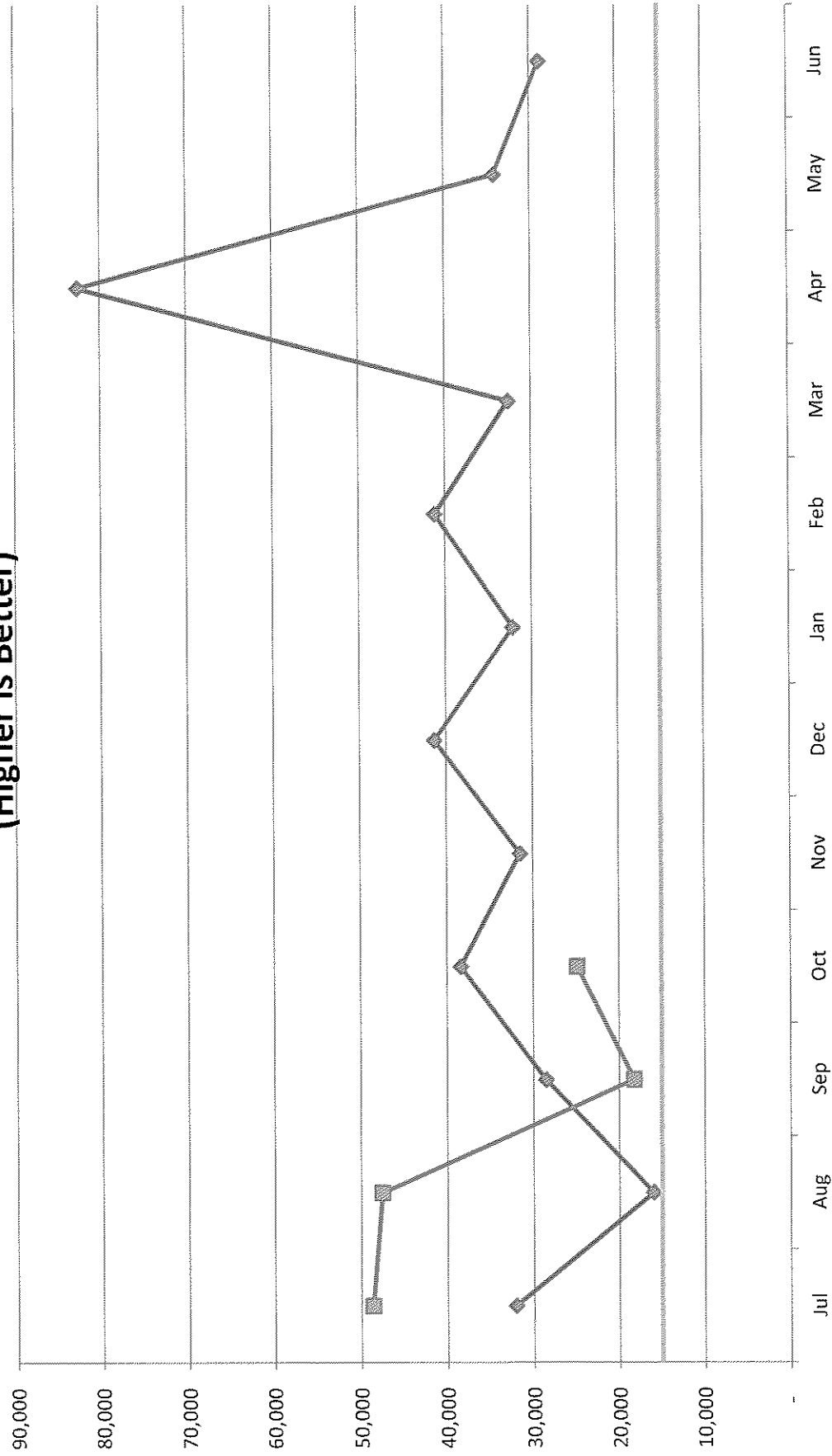
Attachment E: Schedule Adherence (Higher is Better)



Attachment F: Average Hold Time (Lower is Better)



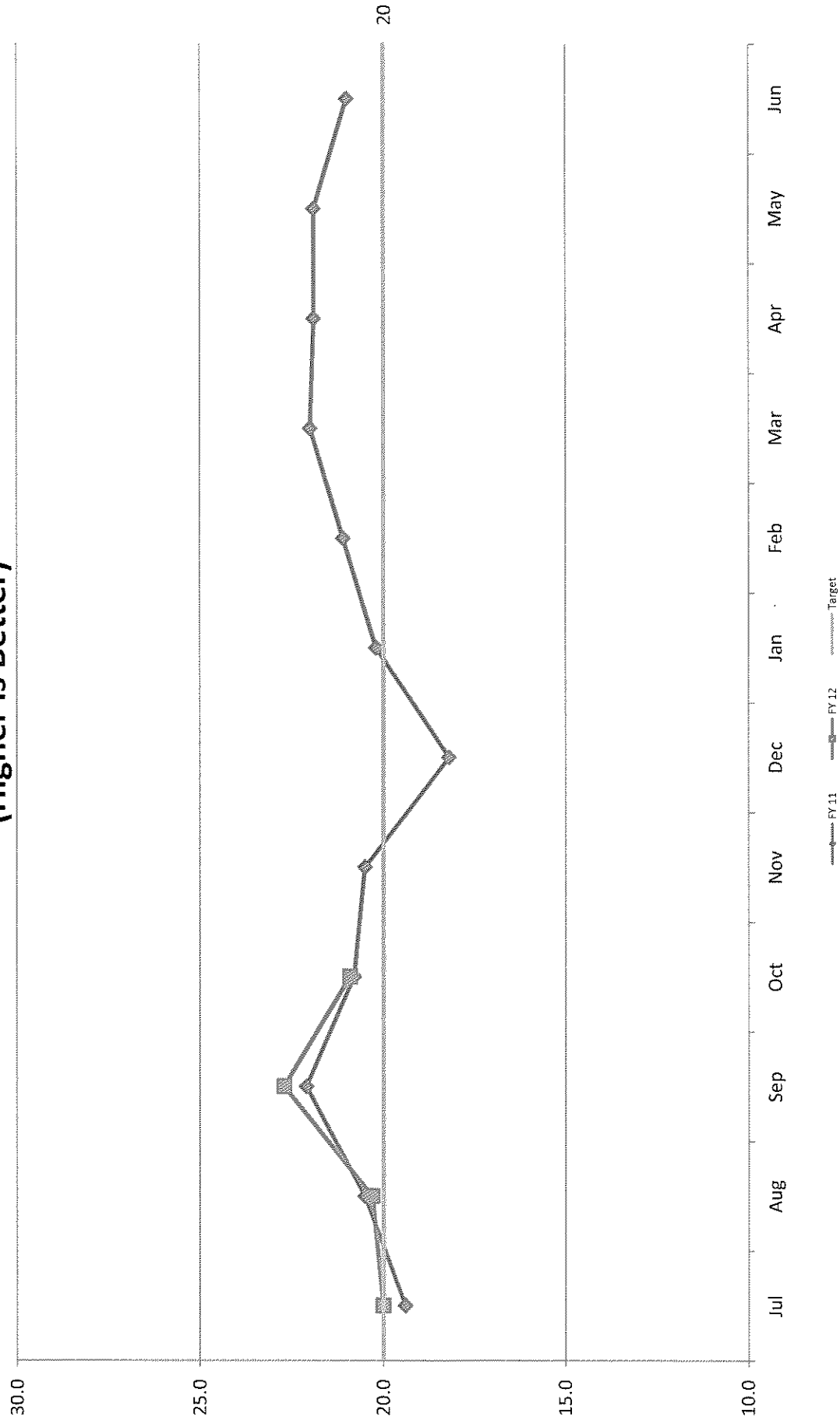
Attachment G: Average Miles Between Service Interruptions (Higher is Better)



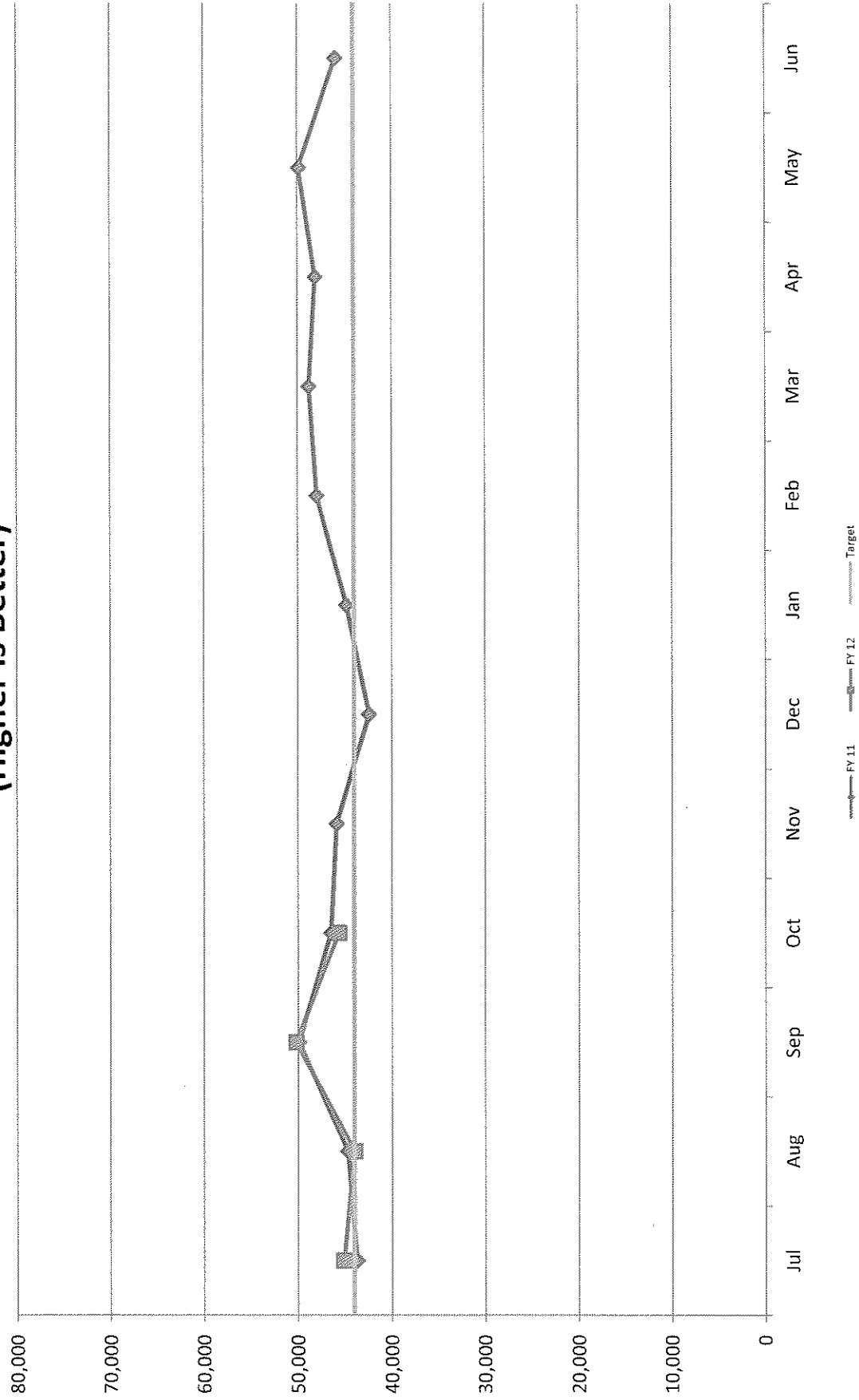
15,000

Attachment G

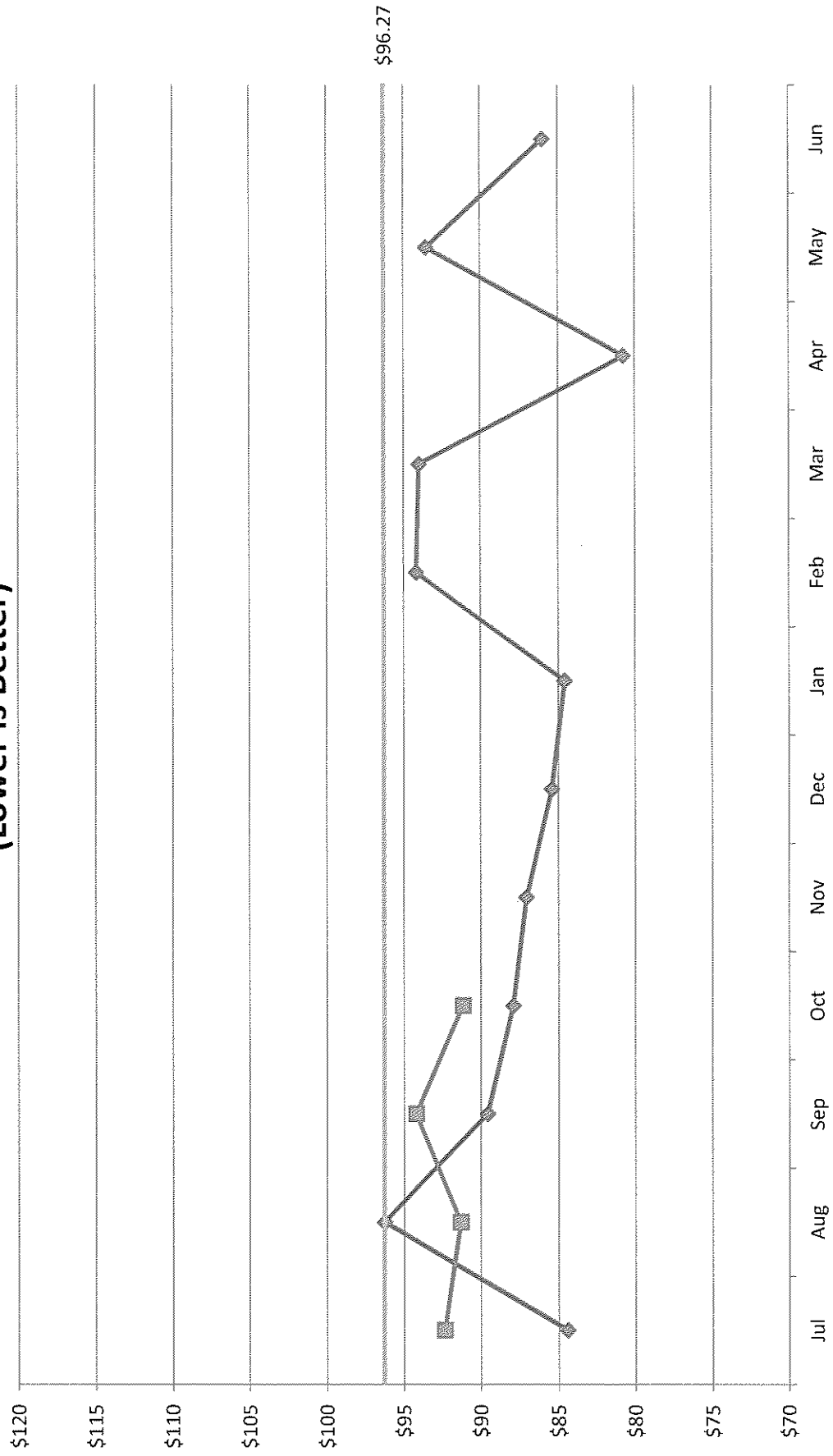
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



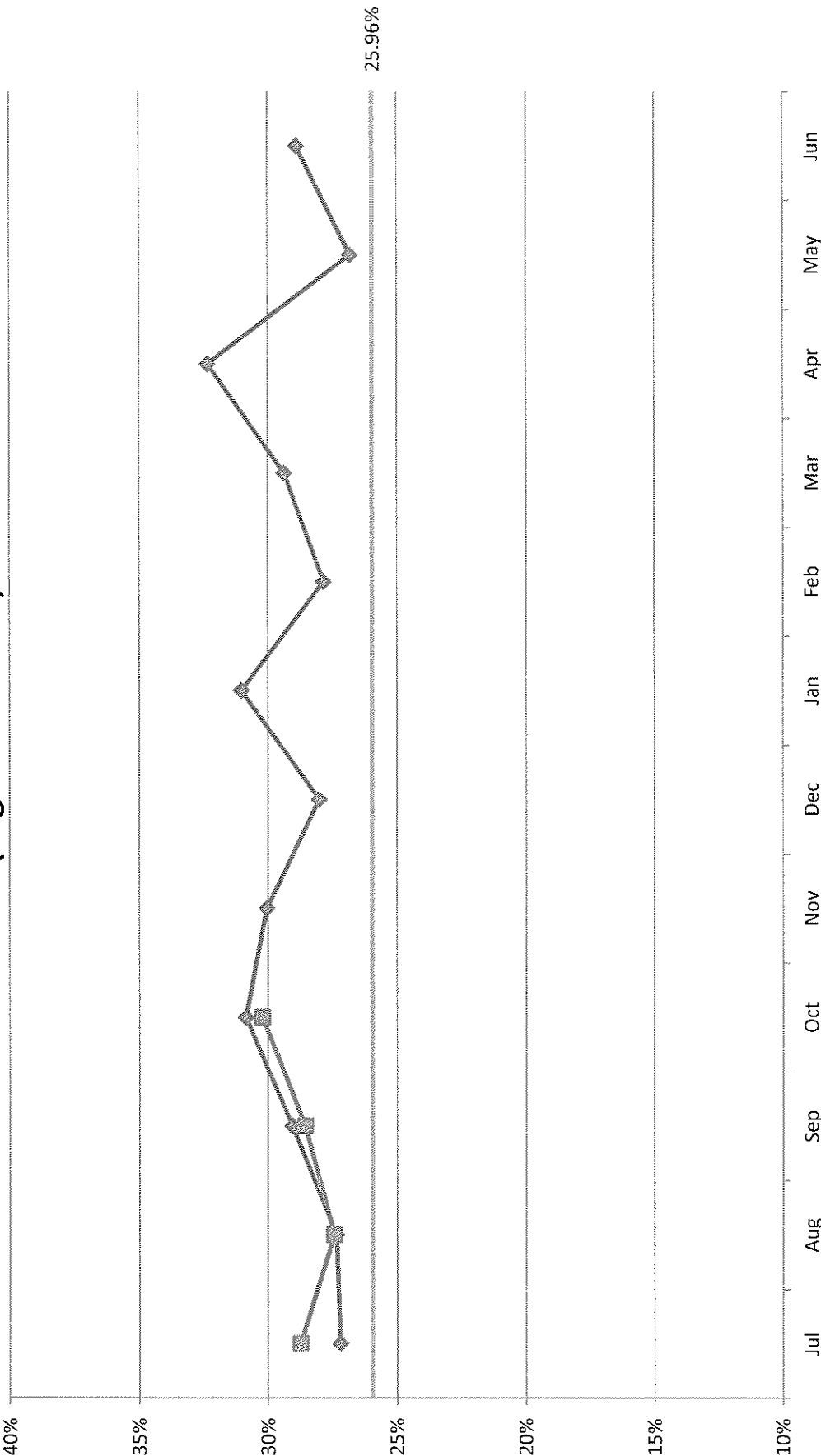
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment K: Farebox Recovery Ratio
(Higher is Better)



Attachment L: Operations Report - Total System
October-11

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.32	\$1.30	1.28%	\$1.25	\$1.27	X	\$1.30	-2.85%
Average Cost per Boarding	\$4.37	\$4.22	-3.46%	\$4.81	\$4.40	X	\$4.30	-2.28%
Average Subsidy per Boarding	\$3.05	\$2.92	-4.44%	\$3.56	\$3.14	X	\$3.00	-4.51%
Total Vehicle Miles	1,093,996	1,074,783	1.79%	N/A	4,360,263	N/A	4,321,525	0.90%
Vehicle Service Miles	836,182	836,119	0.01%	N/A	3,324,739	N/A	3,358,906	-1.02%
Total Vehicle Hours	66,277	66,265	0.02%	N/A	263,774	N/A	266,521	-1.03%
In-Service Speed	14.8	14.8	0.11%	N/A	14.8	N/A	14.8	0.08%
Boardings per Vehicle Service Mile	1.41	1.41	0.09%	N/A	1.41	N/A	1.41	0.60%